



## **CITY OF BRAWLEY**

### **JOB ANNOUNCEMENT**

**DEPARTMENT:** Police

**POSITION:** Community Service Officer (CSO)  
Full time position with benefits

**SALARY:** \$2,653.77 per month

**EXAM TYPE:** Oral Interview

**DUTIES:** See job description

**QUALIFICATIONS:** See job description

**APPLY TO:** Personnel – City Administration Offices  
383 Main Street  
Brawley, CA 92227  
(760) 351-3057

**APPLY BY:** **October 28, 2019**



## CITY OF BRAWLEY

### **CLASS TITLE: COMMUNITY SERVICE OFFICER (CSO)**

#### **BASIC JOB FUNCTION:**

Under general supervision, a civilian employee who performs a selected range of non-hazardous law enforcement support duties as a non-sworn, non-peace officer involving a variety of civil and criminal functions that do not require the authority of a sworn law enforcement officer, but have a high factor of responsibility, liability, and criticality.

#### **DISTINGUISHING CHARACTERISTICS:**

This is a non-sworn, civilian law enforcement, support classification. The Community Service Officer provides information and assistance to the general public and answers citizen inquiries; performs police support services in crime prevention, crime investigation, evidence processing and management, parking enforcement, community intervention, traffic control, perform searches of female prisoners, related clerical tasks, fingerprinting, court liaison, subpoena service, and no-suspect crime response that does not require full police powers. CSO assists police officers in the performance of duties and performs related duties as required.

Community Service Officers do not respond to in-progress crimes, situations where there is a suspect, or volatile situations. The successful candidate must possess a significant degree of initiative, independent judgment, and discretion. The ability to interact positively with community members and professionals from other government agencies is required to develop, maintain, and successfully perform this customer service position.

Community Service Officers are cross-trained in four primary areas: Property/Evidence Management, Records Management, Administrative Support, and Public Service Desk.

#### **REPRESENTATIVE DUTIES:**

*\* The following duties are typical for this classification; CSO's may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

##### Administrative Support

- Respond to non-hazardous, non-emergency, no suspect, calls for service in-lieu of a Police Officer. Respond to hazard calls including spills and items in the roadway; interview complainants; prepare criminal and non-criminal police reports (e.g. including, but not limited to, runaway, missing persons, grand/petty theft, ID theft. Identify, document, preserve, and collect evidence at crime scenes.
- Write accurate complete incident and crime reports; complete evidence forms for evidence or property collected; book evidence or property into evidence.
- Provide traffic control during emergency or congested situations.
- Conduct public presentation outreach (e.g. station tours, Neighborhood Watch programs).
- Fingerprint citizens for employment and licensing; fingerprint and photograph arrested subjects who have been released by a citation to appear in court.

- Perform occasional searches of female prisoners.
- Coordinate, serve and track, department subpoenas; serve subpoenas to officers, victims, and witnesses; deliver court documents.

#### Property/Evidence Management

- Perform various duties related to processing, storage, court requests, and disposition of evidence/property custody.
- Accurately enter and track all evidence/property into CAD/RMS.
- Maintain all property reports with proper notations of any/all actions associated with the property, commonly referred to as chain-of-custody.
- Coordinate and implement ongoing purging activities, working closely with officers, District Attorney's Office, court personnel, Victim/Witness personnel, and others in determining when evidence/property may be released to owner or finder, sold, destroyed, or assigned to permanent storage.
- Stay abreast of local, state, and federal laws involving property/evidence handling and recommend appropriate changes.

#### Records Management

- Maintain and correct errors as necessary for all records, criminal case files, and Police Department documents within the RMS system of the Records Division.
- Maintain schedule to retain, destroy, seal, or expunge, as ordered by court, documents in accordance with current laws.
- Prepare statistical reports.
- Receive and process cash payment for providing copies of police reports to citizens, lawyers, insurance companies, etc... Prepares reports of cash received.
- Act as receptionist and provide general information concerning area of police department responsibility.

#### Public Service Desk

- Greet the public at the front counter of the Police Department providing information and assistance.
- Register and process required documentation for subjects released from jail or prison and required by law to register with the Department; e.g., sex registrants, narcotics registrants.
- Prepare and process Department of Justice audits.
- Perform various duties related to alarm processing, fee transactions of the department, fingerprint members of the public and operate basic photography equipment.

#### OTHER DUTIES:

- Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES:****KNOWLEDGE OF:**

- Interpersonal communications techniques for dealing with varied groups of people particularly in emergency situations.
- Basic report writing principles and techniques; including English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and equipment including record keeping and filing methods, computers, computer applications such as word processing, spreadsheets, and database applications.
- Public and agency public information act procedures and methods for providing services and information related to collecting, maintaining, and releasing information, files, and documents.
- Methods and techniques used in customer service, public speaking (e.g. presentations).
- Skilled in the use of office equipment such as typewriters, dictating machine or recorder, calculator, computers, copying and fax machines, telephone systems, etc.

**ABILITY TO:**

- Work effectively with the public.
- Perform a variety of non-sworn law enforcement activities; exercise independent judgment and work with a minimum of supervision.
- Learn methods and techniques related to basic police functions (e.g. evidence processing, traffic control assistance, RMS use)
- Type 30 net words per minute.
- Prepare clear, concise, factual, and thorough reports and statements.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Competently operate computer terminals, typewriters, and office equipment.
- Operate police radio equipment; use departmental manuals and reference materials.
- Learn and apply governing regulations (e.g., departmental regulations, Statute of Limitations, penal and civil codes, and numerous other applicable Federal, State and local laws and policies) pertinent to evidence and public verses confidential information.
- Have good recall ability in order to remember facts, names, faces, numbers, incidents and places, and other related law enforcement tasks and case laws.

**EDUCATION AND EXPERIENCE:**

- High School graduate or equivalent.
- Must be at least 18 years of age at time of appointment.
- Possess and maintain a California Class "C" driver's license and an acceptable driving record.
- Bilingual (English/Spanish) abilities are highly desirable and will be given preference.
- The successful candidate must pass an extensive background investigation, and City medical evaluation.
- A combination of training, education, and experience that is equivalent to the employment standards listed above and that provides the required knowledge and abilities.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

*\* The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**ENVIRONMENT:**

- Desk / Computer workstation in sedentary climate controlled office environment.
- Dirty/dusty environment possible in indoor Storage/warehouse type facility.
- May be exposed to insects such as spiders, ants, etc...
- Required to sit for extended periods of time.
- Required to stand and walk, moving property, for extended periods of time with intermittent yet repetitious bending, stooping, or crouching.
- CSO's will be exposed to various types of property, materials and substances, including but not limited to: fuels and caustic chemicals, weapons, firearms, ammunition, explosives, legal and illegal narcotics/drugs, narcotic/drug paraphernalia (needles, bottles, glass pipes, bongs, bindles, tooters, etc...), blood, bodily fluids and secretions, dust and dirt, etc...

**PHYSICAL DEMANDS:**

- Able to: stand on a variety of level and uneven surfaces, walk, sit for prolong periods, stoop, bend, lift (usually not over 25 pounds), carry moderately heavy objects, push and pull below waist level, while seated and while standing, have normal balance.
- Vision: See in a normal visual range with or without correction and have normal color acuity.
- Hearing: Hear in the normal audio range with or without correction.

\* Management has the right to add or change these duties of the position at any time. This class specification lists the major duties and requirement of the job and is not all-inclusive. CSO's may be expected to perform job-related duties other than those contained in this document.